

MI Unreturned Live Agent - Mass Markets

			11/15/2020	11/16/2020	11/17/2020	
3,815	Completes		-	990	2,825	
248	Q4=01	1-Completed Survey	-	36	212	
1,257	VM Message Left	2-Message Delivered VM	-	388	869	
2,310	up/RC	3-Refused	-	566	1,744	
62,569	No Answer	4-No Answer	-	15,482	47,087	
3,644	Numbers/Language	5-Bad Number	-	570	3,074	
100.00%	List Penetration					
70,030	Data Loads					

Q1 - May I please speak to <lead on screen>?	Response	11/15/2020	11/16/2020	11/17/2020
958	23.65% A-Reached Target	-	158	800
142	3.51% Uncertain	-	57	85
2,950	72.84% X = Refused	-	883	2,067
0	0.00%			
4,050	100.00% Sum of All Responses	-	1,098	2,952

Q2 - Did you request Absentee Ballot in state of MI?	Response	11/15/2020	11/16/2020	11/17/2020
752	49.64% A-Yes [Go to Q3]	-	167	585

239	15.78%	B-No [Go to Q4]	-	39	200
50	3.30%	Member) [Go to Q3]	-	5	45
17	1.12%	Member) [Go to Q4]	-	2	15
37	2.44%	E-Unsure [Go to Close A]	-	4	33
11	0.73%	Moment [Go to Close A]	-	2	9
409	27.00%	X = Refused	-	63	346
1,515	100.00%	Sum of All Responses	-	282	1,233

Q3 - Did you mail your ballot back?		Response	11/15/2020	11/16/2020	11/17/2020
232	21.28%	A-Yes [Go to Q4]	-	41	191
472	43.30%	B-No [Go to Close A]	-	109	363
10	0.92%	Member) [Go to Q4]	-	2	8
28	2.57%	Member) [Go to Close A]	-	2	26
22	2.02%	Close A]	-	5	17
326	29.91%	X = Refused	-	60	266
			-		
1,090	100.00%	Sum of All Responses	-	219	871

Q4 - Can you please give us the best phone number to reach you at?		Response	11/15/2020	11/16/2020	11/17/2020
246	69.89%	A-Yes [Go to Q5]	-	36	210
106	30.11%	B-Refused [Go to Q5]	-	27	79

0	0.00%				
0	0.00%				
352	100.00%	Sum of All Responses	-	63	289

Q5 - Can you provide us your email address?		Response	11/15/2020	11/16/2020	11/17/2020
18	7.26%	01-Yes [Go to Close B]	-	5	13
230	92.74%	02-No [Go to Close B]	-	31	199
0	0.00%				
248	100.00%	Sum of All Responses	-	36	212